

W-01303A-09-0343 OPEN MEETING AGENDA ITEM
SW-01303A-09-0343 ARIZONA CORPORATION COM
UTILITY COMPLAINT FORM



Investigator: Richard Martinez

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 117202

Date: 7/23/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Lisa Last: Oliver

Account Name: Lisa Oliver

Street:

Work:

City: Sun City

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karen

Nature of Complaint:

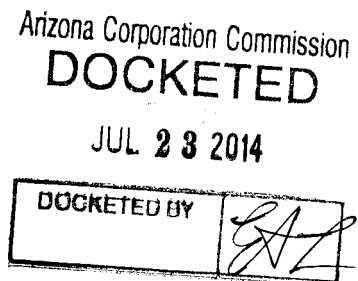
Docket No. WS-01303A-09-0343

From: Util-PublicComment
Sent: Tuesday, July 22, 2014 8:21 AM
To: Util-PublicComment

Subject: Public Comment

Name: Lisa Oliver
Date: 7/22/14

CityStateZip: Sun City, AZ 85373
Cell:
Docket:
DocketNo: WS-01303A-09-0343
Utility: EPCOR
Position: Con



Comments: The current rates we are being charged are astronomical and unfair. I have two people in my household, we are very careful with the amount of water we use, do not have a pool, and have desert landscaping that we tend to water so infrequently it appears dry and stressed. My last bill was \$110.17. This is for 3 units which is 3000 gal of water. The water portion of my bill was \$30.09 and the wastewater portion is 78.45. EPCOR has stated in my communications with them that we are receiving a "credit" due to increased numbers of water hookups. I am happy to report that there is a credit. This month it was 26 cents. The

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

surrounding areas that are also serviced by EPCOR have rates that are far less than ours. Actually all of their districts pay substantially less than ours. Our neighborhood is very frustrated. When I moved in one year ago, I was led to believe my bill would be around \$60. This is higher than any where I have lived, but felt it was worth it to live in such a great community. Imagine my shock when I got my first bill for \$50 for 0 gallons of water. It was based on the wastewater basic service. Rates have since increased, we had a water increase July first and have another wastewater increase next January. Please help the citizens of the Agua Fria water district!

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

7/23

Emailed to the Phoenix ACC office in Phoenix for docketing.

FILE CLOSED.

End of Comments

Date Completed: 7/23/2014

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